

Seeing the whole person:

Peer Navigation structures redefine peer based support programs

Silo-ing might be pretty but it can marginalise people and communities



Approach

Utilising an innovative consumer consultation and engagement framework mechanism, we consulted with PLHIV in NSW about their spectrum of lived experience and identified a number of changes and emerging issues of importance. The value-added benefit of this process ensures that future services, resources and information programs are co-designed, appropriate, accessible, agile, and PLHIV's knowledge and insights contributed to the design, planning, delivery and evaluation of the Peer Navigation Support Model. **One of the issues identified was the potential 'silo-ing' of clients and programs.** The work of the peer navigation staff was critical to reorienting this wholistic approach looking at the needs of the whole person.



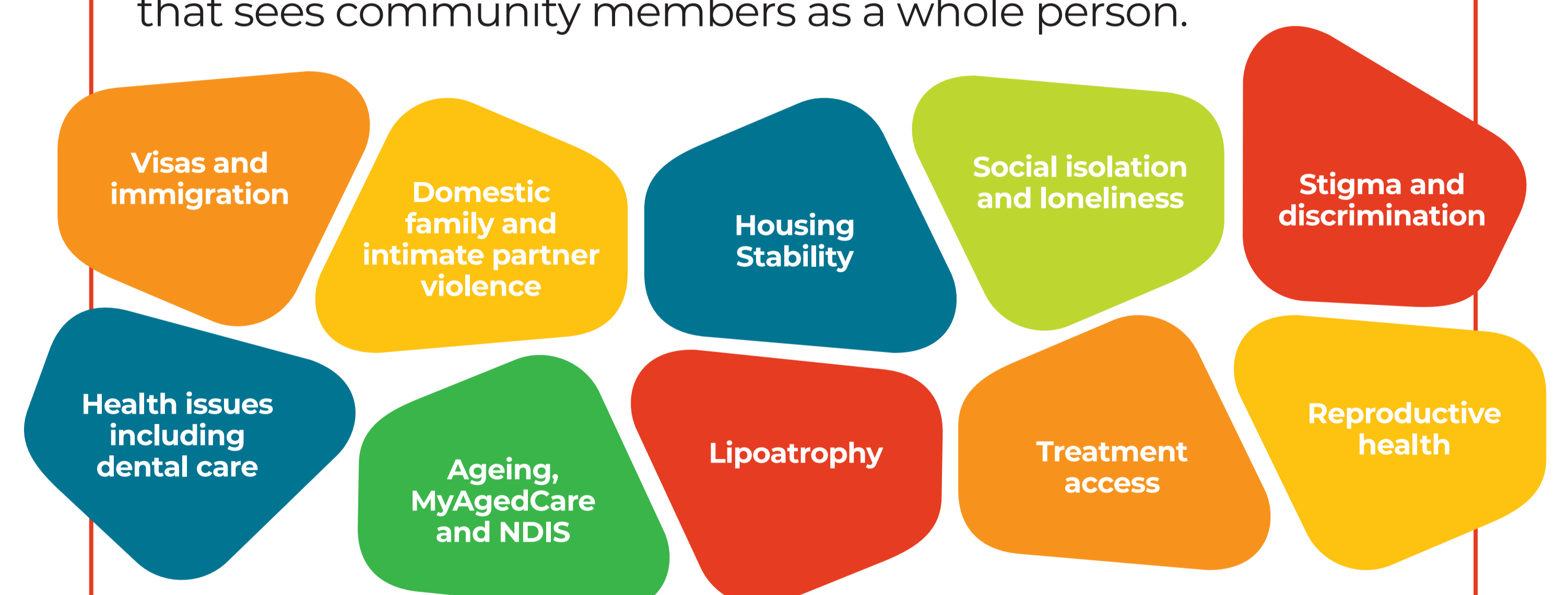
Background / Purpose

Since 1988 Positive Life NSW (PLNSW) has facilitated programs that address the social determinants of people living with HIV (PLHIV) in NSW. Through consultation with community, PLNSW has created ways of supporting PLHIV navigating health, welfare and government systems. **Addressing the needs of different communities of PLHIV in NSW has led PLNSW to adopt a Peer Navigation Support Model that looks at the whole person,** meets clients where they are at, and develops their capacity to advocate on their own behalf.

Outcomes / Impact

Blending PLNSW programs using an adapted Peer Navigation Support Model de-stratifies, simplifies and connects housing, ageing, employment, social inclusion, treatments and peer support.

Outcomes include the **identification of gaps, emerging issues,** and **initiation of PLHIV navigation** through PLNSW programs. Working with clients in this way creates space for capacity building in peer education, peer support, social inclusion and health/welfare/government system navigation that sees community members as a whole person.



Innovation & Significance

Seeing **'the whole person'** increases the likelihood of being retained in care, having issues of significance in their lives addressed in a timely and compassionate manner, **improving health, treatment, social, and quality of life outcomes for all PLHIV in NSW.**

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Silo image: Painted on old GrainCorp silos, this mural at Sheep Hills in western Victoria is a tribute to the traditional owners of the area. The Melbourne artist Adnate spent four weeks with the community and wanted to shine a light on the region's young Indigenous people and show the strong ancestral connection that they share with their elders. Photography credit: Leigh Henningham/Alamy.